Child and Family Services in Manitoba

Manitoba
Community
Services

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Introduction

Most parents give their children loving care and encounter only the usual run of problems of child-rearing. But many families experience difficulties from time to time. In Canada, services have been developed to help families and ensure that children are protected from the most serious effects of family problems. These are called child and family services.

It is now widely recognized that the best way to help and protect children is to work with families to help them stay together. In Manitoba this view of the role of agencies and child and family services has been enacted into law. The Child and Family Services Act, which recently came into force, specifically directs agencies to work with families to prevent crisis and to respond to the needs and wishes of the communities they serve.

This booklet is about child and family services. It also outlines and explains some aspects of the new Child and Family Services Act. It has been prepared to help you and all Manitobans understand how child and family services and your local or regional agency work in your community.

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The Principles Governing Child and Family Services

Child and family services, and the agencies that provide them, work under a number of basic beliefs, or principles. Chief among them is that the best interests of the child are the primary consideration in service operation.

Legislation governing child and family services generally incorporates and reflects these principles. However, Manitoba law goes much further than this. In the Child and Family Services Act the principles are stated at the very beginning, and the legislation then spells out how they are to be applied and put into practice. The Declaration of Principles is intended to guide those who operate services and administer the Act.

The Declaration of Principles is as follows:

1. The best interests of children are a fundamental responsibility of society.
2. The family is the basic unit of society and its well-being should be supported and preserved.
3. The family is the basic source of care, nurture and acculturation of children and parents have the primary responsibility to ensure the well-being of their children.
4. Families and children have the right to the least interference with their affairs to the extent compatible with the best interests of children and the responsibilities of society.
5. Children have a right to a continuous family environment in which they can flourish.
6. Families and children are entitled to be informed of their rights and to participate in the decisions affecting those rights.
7. Families are entitled to receive preventive and supportive services directed to preserving the family unit.
8. Families are entitled to services which respect their cultural and linguistic heritage.
9. Decisions to remove or place children should be based on the best interests of the child and not on the basis of the family's financial status.
10. Communities have a responsibility to promote the best interests of their children and families and have the right to participate in services to their families and children.
11. Indian bands are entitled to the provision of child and family services in a manner which respects their unique status as aboriginal peoples.

How Child and Family Services are Provided

In Manitoba, child and family services are provided either by community-based agencies or regional offices of Manitoba Community Services. In addition, Tribal Councils representing regional groups of Indian reserves have formed five reserve-based agencies to serve their member bands.

In Winnipeg, services are provided by six regional community-based agencies. They are Child and Family Services of Central Winnipeg, Child and Family Services of Winnipeg West, Northeast Winnipeg Family and Child Extended Social Services, Winnipeg South Child and Family Services, Northwest Winnipeg Child and Family Services Agency and Child and Family Services of Eastern Manitoba. This last agency also serves part of southeastern Manitoba.

South central Manitoba and the southwest (south of Riding Mountain National Park) are served by the Children's Aid Society of Central Manitoba and Children's Aid Society of Western Manitoba respectively. Both these agencies have several sub-offices in their regions besides their main offices in Portage la Prairie and Brandon.

Manitoba Community Services operates child and family services in the local government districts and unorganized territory in Eastman region and in Interlake, Norman, Parklands and Thompson regions. Workers are based in a number of towns and small communities in all these regions.

Five regional Native agencies serve Indian reserves. They are Dakota Ojibway Child and Family Services (south central and southwest) Anishinaabe Child and Family Services (Interlake), West Region Child and Family Services (Parklands), Awasis Agency of Northern Manitoba and Southeast Child and Family Services (southeast and east of Lake Winnipeg).

In Winnipeg services are also provided through Jewish Child and Family Service. Ma Mawi-Wi-Chi Itata Centre operates some voluntary family services for the Native people of Winnipeg.

A list of agencies and their phone numbers may be found on pages 21 to 27 of this booklet.

Your Community Child and Family Service Agency

Throughout Manitoba, child and family services are organized on community lines. This means that services are not centralized in large urban offices, but are located in small towns, on reserves and in a variety or urban settings such as churches, storefronts and community centres. The local offices have a number of different names but all have a similar function: to provide child and family services on a community and neighbourhood level, based on the staff knowing the areas they work in and the range of problems faced by the people they serve.

Depending on the size of the office and community, there will be workers or teams dealing with a broad range of issues and concerns. These include adoptions, child protection, services to families, counselling, work with single mothers and liaison with other social services, hospitals, schools, medical services, courts and the police. They also include developing links with community organizations and building up local resources such as foster homes for children. Some workers become very skilled or specialize in one or more of these jobs, but each office is equipped to deal with issues and emergencies, and to work with its community.

However, agencies are more than service organizations. If you live in Winnipeg or in southern and southwestern Manitoba, you are served by a community-based agency, with a board of directors elected from the community and membership open to any interested person in the agency's service area. Your agency has an annual meeting, at which it reports on its activities and community concerns can be raised and discussed. Agency policy will also be proposed and approved and members of the board nominated and elected. The community affairs of agencies are regulated by the Child and Family Services Act, which has general rules outlining how agencies are to be organized and also their responsibilities to the community.

Manitoba's five reserve-based Native agencies have developed along lines that reflect the distinctive organization of Indian community life. Each agency is responsible to a board of directors that consists of the Chiefs of the member bands in the agency's region. In addition, local child-care committees have been formed on member reserves. These committees are responsible for service planning and decision-making for their communities. This ensures that, at all times, bands participate in providing services in accordance with local wishes and Indian traditions.

If you have questions about how child and family services are operating in your community, you can write or phone the agency in your community or neighbourhood. In parts of the province not served by a community agency, you can contact your regional Manitoba Community Services office or, on an Indian reserve, your band council.

Services to Families

It is recognized that often the best way to serve and protect children is to help their families. We know that the best time to assist families is before problems grow serious enough to cause family breakup or require removal of children from the home.

This knowledge has been incorporated into the Child and Family Services Act. Manitoba law now encourages child and family service agencies to develop and offer family support services. These services are geared to helping families stay together. They recognize the importance of helping families in their homes and communities, and encourage community participation in operation of services.

Among the services your agency may provide are:

- Assistance to community groups

Agencies are encouraged to work with community groups to resolve problems affecting the ability of families to care adequately for their children.

- Volunteer programs

Agencies are encouraged to make use of volunteers in the operation of their services.

- Assistance to minor parents

Agencies will provide services to single parents under 18 to assist in planning for the parent and child.

- Special Needs services

Agencies will arrange for special services, such as teaching of parental skills, if they are required to prevent family disruption or restore family functioning.

- Day Care

Agencies will help parents place their child in day care when the circumstances require such assistance.

- Homemaker service

If a parent needs help to care for his or her child, or if the parent is absent, an agency may place a homemaker in the home to assist the parent or look after the child. Wherever possible, homemaker placement is not done except with the agreement or consent of the parent. The homemaker will, if needed, provide training and assistance to parents to enable them to give adequate child care.

- Parent Aide service

At the request of a parent, an agency may place a specially trained worker called a parent aide in a home to give training in child care to the parent or guardian.

The services outlined above are aimed at keeping families together and children with their parents. However, a special service is also

available from agencies to help parents if illness, misfortune, mental handicap or a chronic medical condition make care for a child at home difficult or impossible. This service is called *voluntary placement* and is also available to help care for children 14 or older who are beyond the control of their parents.

Through a voluntary placement agreement, a family may temporarily surrender day-to-day care and control of a child without surrendering guardianship. The agency will take the child into care and see that he or she is given required treatment. The parent is expected to continue to participate in this process. Voluntary placement agreements may be signed for a maximum of 12 months at a time, and in certain cases may be renewed yearly until the child reaches age 18. The parent or agency may also end the agreement at any time.

Agreements with an agency for special day care, homemaker or parent aide services, or for voluntary placement, may be made by single parents, including those under 18, as well as by families.

Where the parent's finances permit, voluntary placement agreements, special day care and family support services (homemaker and parent aide) will include a fee to be paid for the services. The fee is geared to the income of the parent.

Surrendering Guardianship of Your Child

Sometimes misfortune in the family or the realities of raising a baby can force parents or young single mothers to decide that they cannot assume or continue the responsibilities of parenthood. In such cases, they may surrender guardianship of their child to an agency.

This provision is designed for children under 2 and is aimed mainly at the needs of single parents. The Child and Family Services Act outlines the conditions, procedures and legal consequences of this process, which is called *voluntary surrender of guardianship*.

If you are a single mother (or married but ceased living with your spouse 300 days before your child is born) you may surrender guardianship yourself. Both adult and minor parents may take this step. A wife and husband jointly may also surrender guardianship of their child.

Once you sign the voluntary surrender of guardianship agreement, you transfer all rights and responsibilities of parenthood to the agency. The agency takes your place and exercises your rights, including control over who has contact with the child. The law obliges agencies to develop a good plan for a child in care as soon as possible. Normally, the agency will try to place the child for adoption as soon as practicable.

Surrendering all rights to your child is a serious step, so the law requires an agency to explain carefully the consequences of signing a voluntary surrender of guardianship agreement, and to advise you of your right to independent legal advice. Moreover, some procedural conditions must be met before surrender may take place. For instance, a newborn baby may not be surrendered until it is at least seven days old.

Generally, when you surrender your child, you give up all rights of being a parent. Under some circumstances, however, you may reclaim the child. You may withdraw the surrender within a year, or up to one day before the child is placed for adoption, whichever is earlier.

Normally, the one-year deadline is a firm cutoff date. However, if after one year your child has not been placed for adoption, you may apply to the Director of Child and Family Services to have surrender withdrawn. The Director may agree and order that the child be returned to you or may reject your application. If you are rejected, you may appeal to Court of Queen's Bench. The judge may grant the order, subject to terms and conditions he or she considers fit.

Child Protection

The Child and Family Services Act tries to strike a balance between services to children and services to families. The Act strongly encourages agencies to help families stay together and to provide services aimed at avoiding the need to remove children from their home. However, sometimes these services are not enough and crises may arise that require immediate action to protect children.

Under the Act, agencies are required to take appropriate action to protect children. They have the right and a duty to take any of a number of steps to ensure the safety of children and protect them from neglect or abuse.

It is sometimes necessary for agencies to apprehend children (take them into care) to ensure their protection. Once a child is apprehended, the law requires an agency to follow certain steps. If the child is not returned home, the agency must apply to a court for a hearing, called a child protection hearing. This normally must be done within four juridical days (days on which the court office is open) of the apprehension. Usually a hearing will be held within 30 days of an application.

When a child is apprehended, an agency is required to make reasonable effort to notify the parents or guardian of the apprehension. If the agency does not return the child to the family and proceeds to court, the parents or guardian have a right to be notified of the date of the hearing. Normally agencies must give 10 clear days notice.

During the time the child is under apprehension, the parents or guardians may be allowed visits pending the hearing. If the parents disagree with the agency's conditions for visits, they may ask the court to determine appropriate access provisions.

An agency need not remove a child from the home to apprehend. The child may be left in the home in care of parents or guardian, or returned home pending the protection hearing. In such cases, the child is deemed still to be under apprehension for purposes of the hearing.

In child abuse cases, an agency may ask the court to order the alleged abuser to leave the family home and/or not to contact the child. This is a separate action from a child protection hearing.

Because child protection hearings are very serious proceedings, parents should be represented by a lawyer. Children may have a lawyer as well, and the court may allow a child over 12 to instruct counsel. Children over 12 are generally required to attend, and the court may allow or require that a child under 12 be present. A person who has had a long-term relationship with the child (such as a favorite relative or close family friend) may, with court approval, intervene in the hearing.

If the court decides that there is no need for protection, it will return the child to the parents. If protection is warranted, the court can order one of the following:

Order of Supervision – the child is returned home, but an agency may enter the home during the period of the order to supervise the child's care. This order lasts for a time fixed by the court.

Third Party Placement – the child is placed temporarily in the care of another person judged to be best able to provide care. Placement is for a period of time and under conditions fixed by the court. It may or may not include transfer of guardianship.

Temporary guardianship – an agency is appointed the child's guardian, when the court decides that the parents are temporarily unable to care for the child properly. Unless the court orders otherwise, temporary guardianship provides for the parents to visit their child and the court will set visiting conditions if the parents and agency cannot agree.

During the guardianship, the parents and agency are supposed to work together to resolve difficulties in the home, so that the child may be returned to the parents. The law provides that temporary guardianship can be ended before expiry or extended for a longer term if the court believes the child should not be returned home. If the home problems remain unresolved, the agency may apply for permanent guardianship.

Permanent Guardianship – the court may order that an agency be made the child's permanent guardian. Under this order, the agency takes the place of the parents, whose rights and responsibilities are ended. The court may, but need not, allow visiting rights. After any appeals, the agency may place the child for adoption.

Any of these orders may be appealed. If a master has heard the case, the appeal must be filed with Court of Queen's Bench within 21 days of signature of the order. If a judge heard the case, it may be appealed to the Manitoba Court of Appeal within the same 21 days. Parents may ask a court to order termination of permanent guardianship if, after one year, their child has not been placed for adoption. The agency may also ask the court to terminate guardianship.

Manitoba law tries to keep children from remaining in temporary care for long periods and ensure that the cases of children in agency care are constantly subject to review. Under the Child and Family Services Act, the Director of Child and Family Services and agencies must review, at least once a year, the care and treatment of all children they are looking after. Plans for the permanent placement of children must also be reviewed.

Placement Resources

Agency practice and community standards stress that children taken from the care of their parents should be placed as soon as possible in a home-like environment. A variety of services and resources have been developed to substitute for family care, depending on the needs of the child. These are called placement resources.

Foster care is the most important and most frequently used placement resource. Generally, it is used for children who can benefit from a strong, stable family environment. Agencies often consider foster families for children who have had to leave their homes because of a family crisis.

Foster families are people in the community or neighbourhood who offer themselves and their homes to children needing temporary care. Foster care generally is for short periods, but a number of children remain with their foster family for one or more years by arrangement with the agency. The agency maintains contact with the foster family and child, provides maintenance payments for the child's care and helps the foster family create a stable environment for the child.

Agencies ensure that high standards of foster care are practised. Foster parents have also joined in this work by forming the Manitoba Foster Parents' Association, which supports and assists foster parents and maintains a close relationship with agencies.

Agencies work hard to develop and maintain a large network of available placement resources. In recent years, Native agencies have stressed the use of extended families for the placement of children. The Child and Family Services Act encourages all agencies to develop culturally appropriate services for all groups.

Other placement resources include group homes and child care institutions known as treatment centres. Group homes provide care to children who are experiencing emotional or behavioral problems. Provincial standards require that homes provide good care and specify that there can be no more than eight children at a time in a home. Group homes must be licensed and are regularly inspected to ensure that they conform to provincial and municipal regulations.

Treatment centres generally are used for children with more serious emotional and behavioral problems. Admission to a centre is not undertaken before a careful review of the needs of the child.

Adoptions

Manitoba adoptions legislation tries to strike a balance between simplicity in procedures for adoptive parents and protection of the rights and best interests of children.

Most adoptions are processed through child and family service agencies. Upon receiving your adoption application, the agency will explain their adoption process to you. The process varies from one agency to another, but in most cases it includes group and individual interviews and your agency will usually invite you to participate. The agency will also discuss with you how different factors (such as the age of the child you are waiting for) will affect the time it may take to complete the adoption process.

The Child and Family Services Act requires that a number of steps must be taken before an application for adoption can be processed and an order of adoption issued. The steps vary according to the nature of the individual case and the type of adoption to be undertaken. Several consents may be required, including that of an agency – and of the child, if he or she is 12 or older. Also, a child may not be placed for adoption if a man has applied under the Family Maintenance Act to be declared the father of the child, until the action (and appeals) has been completed or the application withdrawn.

When all the requirements of the Child and Family Services Act have been met and the application processed, then, if there are no legal barriers, the application will be filed with the family division of Court of Queen's Bench. A judge will hear the case and, if satisfied, issue an order of adoption.

Several protective stipulations are included in Manitoba adoption laws. One is that a person adopting must be older than the adoptee. Another requires agencies to try to place Manitoba-born children for adoption in Manitoba before allowing them to be adopted outside the province. In fact, an agency may not place a Manitoba child for adoption outside Canada without Manitoba government approval.

The law allows single persons as well as a husband and wife to adopt a child. Common-law couples may also adopt, if they are legally free to marry.

The following types of adoption are recognized in Manitoba:

Agency Adoption: where eligible persons apply to an agency, which enters their names in the provincial adoption registry and places a child with them after the completion of required investigations and procedures.

Adoption by Spouse of Parent: where the married or common-law spouse of the child's parent applies to adopt the child as his or

her own. The child must be living with the couple.

Extended Family Adoption: adopted by a member of a child's family other than the parents. Normally, the child must have lived with the applicant at least six months.

Private Adoption: open to birth parents aged 18 or more who choose not to deal directly with an agency. However, the agency must be notified of the intentions of both the birth parents and adoptive parents to arrange a private adoption. The birth parents may withdraw their consent and have the child returned to them at any time before the order of adoption is granted by the court.

International Adoption: you may ask to adopt a child living in another country who is legally available for adoption, or you may apply to adopt a child admitted into Canada as an immigrant. You may also apply in another country to adopt a child. Your agency can advise you of the requirements to be completed within Canada and will assist you to complete the adoption of a child in a country outside Canada.

Subsidized Adoption: if the child you are adopting has a physical or mental condition that will make its care much more expensive than caring for a normal child, or if you are adopting siblings together, the Director of Child and Family Services may authorize a subsidy for the adoption. Your agency can explain the circumstances under which a subsidy may be allowed.

Foster Parent Adoption: foster parents may apply to adopt a child who has been placed in their home, if the agency believes the child should be placed for adoption.

De Facto Adoption: a single person who has cared for a child for three years without interruption may apply to court to adopt the child. Application may also be made by a husband and wife or common-law couple where both spouses (or either of them) have cared for a child continuously for three years. They must be caring for the child at time of application. Notice must be given to the child's natural parents and to the responsible agency, but consent of the parents is not required.

Adult Adoption: an adult may apply to adopt another adult. He or she must be older than the adoptee.

These sketches are intended as brief definitions only. If you apply to adopt, your agency will carefully explain the requirements and procedures attached to the type of adoption that fits your case.

When a child is adopted, for all purposes of Manitoba law the child and the adopting parents are recognized as having the same relation-

ship as birth parents have to children born to them.

Lawyers acting in adoption cases are entitled to the normal professional fees. However, it is an offence for any other person to give or take a fee or other reward for services related to adoption of a child. The penalty is a fine of $1,000 to $10,000 or imprisonment for up to six months, or both.

Post-Adoption Registry

Many adults who were adopted as children want to trace and contact their birth parents and siblings. Similarly, many parents, sisters and brothers of adoptees want to trace their children or siblings. Or they will welcome initiatives for contact from adoptees. At times, adoptive parents want to trace the birth parents of their children.

These searches may be assisted or facilitated by the Post-Adoption Registry. Operated by the Adoption Co-ordinator in the Child and Family Support branch, the registry has two functions. One is to maintain information *volunteered* in writing by family members who wish to find and meet children or siblings who were placed for adoption. The second is, under certain conditions, to search for members of an adoptee's natural family and/or facilitate contacts.

Adoptive parents, adult adoptees, birth parents and adult siblings of adoptees may write the registry to signify their wish for contact. On application from an adult adoptee, the registry will actively search for the adoptee's birth parents or adult siblings who were not adopted. They will be asked if they want to meet or make contact with their relative.

If two or more of:

- the adult adoptee
- the adoptive parents
- the birth parents
- the biological adult siblings
- the adult adoptive siblings

have informed the registry that they wish to make contact, the Director of Child and Family Services or an agency (with the Director's approval) will provide identifying information concerning the adoption and will facilitate contact. In some cases, the adult adoptee's consent is required.

Meetings will take place only with the consent of all concerned. Before meetings are arranged, each family member seeking the meeting will probably be required to attend at least one counselling session at their local or regional agency.

The registry will *not* seek unregistered adoptees for biological parents or siblings.

In applying to the registry, adoptees and other relatives should appreciate that their natural parents and siblings may not be traceable, or may not be interested in contact or a reunion. Adoptees should also keep in mind that some parents, in planning adoption for their child, may have stipulated that they wished no further contact after the child was adopted. Your former agency or the registry will

be pleased to advise you about how the registry works and about your own case. The address and phone number of the Post-Adoption Registry are listed at the end of this booklet, on page 27.

The Role of Courts

In child and family service matters, most court proceedings concern child protection or adoption hearings. Except for prosecutions arising from child abuse or offences under the Child and Family Services Act, the cases will come under family law, not criminal law. Consequently, they can be much more informal than trials. Many proceedings are non-adversarial, since no prosecution is taking place, and hearings result in orders instead of sentences. Offences, of course, are tried in the usual way.

Depending on where they are held in Manitoba, hearings in child protection cases take place in the family division of Court of Queen's Bench or in Provincial Court. Adoption hearings are held in Court of Queen's Bench. In that court, uncontested matters may be heard and decided by a master instead of a judge.

In child protection cases, court hearings may take place as a result of child abuse to protect the child from the abuser. They must also be held after a child is taken into care, to determine what steps should be taken for the child's continued well-being and safety.

In adoption cases, hearings are held to decide on applications for adoption after procedures prescribed by law have been completed and the applicants have been approved as adoptive parents. If the court is satisfied that all legal requirements have been met, it issues the order for adoption.

Court hearings are also held to decide on applications for guardianship of a child and for orders that a person not harass or molest a child.

Hearings are not open to the public. The news media seldom cover hearings, but they are allowed to do so unless a court decides that their presence would harm one of the participants or someone else involved. Media reports must not divulge names of persons involved or disclose identifying information from the proceedings.

Access to Records and Confidentiality

Generally, all child and family service records are confidential and can be released only under certain well-defined conditions. However, consistent with provisions of Manitoba's freedom of information laws, the Child and Family Services Act spells out circumstances under which information may be released. The Act also protects the privacy of persons who come into care of an agency.

Access

After the confidentiality sections of the Act are proclaimed, adults who request services from an agency or who were in agency care as children may be allowed access to their own records and those of children in their legal care. Excerpted summaries of records kept before the date of proclamation will be given to eligible clients who apply in writing.

If you received voluntary services from an agency or were in care as a child, you may consent to the release of your records to other people. This applies only to records kept after the confidentiality sections of the Act came into force. A court may also allow disclosure of voluntary service records to a third party.

Child protection and adoption records are not open for access. Excerpted summaries may be provided on approval from the Director of Child and Family Services or an agency.

The Director or an agency may refuse access to any part of a record where:

(a) disclosure might result in physical or serious psychological harm to another person.

(b) that part contains information provided by a person not employed by the Director or an agency.

If your application for access is rejected, you will be given written reasons for the refusal.

Privacy

Records can generally be released only to assist evidence in court or by court order. Some records may also be released *within* the child and family service system for administering the Child and Family Services Act. Except by court order, voluntary service records and records of a former ward or child in care may not be used in court.

Closed child care records of adults are further protected. They can be released only with the consent of the former ward, by court order,

or when their release is required to prevent harm to the children or siblings of a former ward.

Voluntary service records compiled after the confidentiality sections became law can be released only with the consent of adult clients or by court order. However, if an agency finds child protection factors in the case, it may, by writing the client, end the "voluntary service" status of the records and, from that date, deal with the case and records as child protection matters.

Research

Sometimes researchers ask permission of agencies to examine and use case records for medical, psychological, social work and other research purposes. By law, records can be released to researchers who agree not to release information that would identify someone mentioned in the record. Generally, people identified in the records will also have to consent to the use of the material. This condition may be waived if the research could not be undertaken without the records.

Reviews and Appeals

One of the principles stated in the Child and Family Services Act is that families and children "are entitled to be informed of their rights and to participate in the decisions affecting those rights."

This includes the right to appeal decisions of a court or agency, and to have those decisions reviewed. The Act includes a number of provisions for appeals and for reviews of the actions of a child and family services agency.

If you are dissatisfied with an administrative action of an agency that affects you or your family, you may send a complaint to the Director of Child and Family Services. The Director is required to investigate the matter and may establish a board to hear your complaint.

If you have voluntarily surrendered guardianship of your child, but after one year the child has not been placed for adoption, you may ask the Director to withdraw the surrender. If the Director refuses, you may appeal to the Court of Queen's Bench.

In child protection cases, if you disagree with the conditions for visiting your child included by the agency in its application for a protection hearing, you may apply to court for a separate hearing to determine appropriate access provisions.

In a child protection hearing, if a court orders that an agency take guardianship of your child, you may appeal the order of the court within 21 days of the decision.

If, arising from the hearing, you disagree with visiting conditions proposed as part of an order of third party placement or temporary guardianship of your child, you may apply to the court for an order determining appropriate visiting conditions. After an order of permanent guardianship is made, the agency has complete discretion over allowing visiting rights to parents or guardians. If you disagree with the agency's decision, you may ask the court to grant visiting rights, but the court is not obliged to do so.

If, in a child protection hearing, the court orders that an agency take permanent guardianship of your child, this ends your rights as parents. However, if the agency has not placed your child for adoption after one year of permanent guardianship, you may apply to court to have permanent guardianship ended. The judge may grant your application in whole or in part. If the court rejects your application, you may re-apply a year later if the child still has not been adopted.

If you are a foster parent and object to an agency's reasons for removing a foster child from your home, you may ask the Executive Director of the agency to review the reasons for removal. If after the review you are still dissatisfied, you may ask the Director of Child

and Family Services to review the reasons. The Director's decision on the matter is final.

You may ask the Director for a review if your application to adopt a child is rejected by an agency, or if a child placed with you for adoption by an agency is removed before the order for adoption is granted. The Director's decision on the matter is final.

You may ask the Director to review an agency's refusal to give you access to all or part of your record. Within the child and family service system, the Director's decision is final. However, this does not prevent you from appealing to a court or to the Ombudsman if you are dissatisfied with the Director's action.

Two other avenues of complaint are available with respect to agency records on your family. You may complain to the Director if you believe all or part of your record has been improperly disclosed to another person. In addition, if you find errors in your record, or omissions, you may send the agency or the Director a written objection. Failing this, the law says the errors or omissions must be corrected if confirmed. The objectionable material will remain in the file, but your objection will be added to it and, by law, may not be removed, changed or destroyed.

Normally, the best way to resolve disagreement or dissatisfaction with the way an agency has handled your case is to write, telephone or meet with the agency's executive director. If your complaint is not settled, you can write or call the Office of the Director of Child and Family Services. It is located at 114 Garry Street, Winnipeg, Manitoba R3C 1G1, telephone 945-6964 (outside Winnipeg 1-800-282-8060 toll-free).

If neither the agency nor the Director resolves your complaint to your satisfaction, the Ombudsman may be able to help you. The Ombudsman has the authority to investigate complaints against provincial government departments and agencies (including child and family service agencies) and will tell you if your problem comes under the powers of his office. The Office of the Ombudsman is at 550-500 Portage Avenue, Winnipeg, Manitoba R3C 3X1, telephone 774-4491 (outside Winnipeg toll-free at 1-800-782-0394).

If you want to take an agency's action to court, you should first consult a lawyer, who can advise on the feasibility of an appeal and represent you in court. If you cannot afford a lawyer, Legal Aid Manitoba can advise whether you are eligible for legal aid. The offices of Legal Aid Manitoba in Winnipeg, Brandon, Dauphin, Selkirk, The Pas and Thompson are listed in the telephone book under Legal Aid Manitoba.

Manitoba Child and Family Service Agencies

Winnipeg Agencies

Child and Family Services of Eastern Manitoba

	123B Marion Street Winnipeg	R2H 0T3	233-8931

(St. Boniface, St. Vital, southeastern Manitoba)

Urban Resource Centres

Windsor Park-Southdale	906 Cottonwood Dr.	R2J 1G3	945-5159
St. Boniface-Norwood	115 Horace Street	R2H 0V8	945-5157
St. Vital (East)	490A St. Anne's Rd.	R2M 3E1	945-5152
St. Vital (West)	1113 St. Mary's Rd.	R2M 3T7	945-5155

Rural Resource Centres

Beausejour	708 Park Avenue E., Box 631, Beausejour	R0E 0C0	268-1751
St. Pierre-St. Jean	Box 381, St. Pierre-Jolys	R0A 1V0	433-7254
Springfield-Tache	567 Main Street, Box 42, Oakbank	R0E 0J0	444-2334
Steinbach	205-323 Main Street Steinbach	R0A 2A0	326-9885

Child and Family Services of Winnipeg West

	2367 Ness Avenue	R3J 1A5	945-5120

(St. James, Assiniboia, Headingley, Charleswood)

Sub-Offices

Assiniboia	2393A Ness Avenue	R3J 1A5	945-5227
Charleswood	3692 Roblin Blvd.	R3R 0E1	945-5231
St. James	2393A Ness Avenue	R3J 1A5	945-5227

Northeast Winnipeg Family and Child Extended Social Services

	203-1100 Concordia Ave.	R2K 4B8	945-5140

(Elmwood, East Kildonan, Transcona, North Kildonan, East St. Paul)

Neighbourhood Resource Teams

North Kildonan-East Kildonan-East St. Paul	1103 Henderson Hwy.	R2G 1L4	945-5142
Elmwood	225 Watt Street	R2L 1S6	945-5145
Transcona	553 Regent Ave. W.	R2C 1R9	945-5147

Winnipeg South Child and Family Services Agency			
	897 Corydon Ave.	R3M 0W7	945-5160
(Fort Rouge, Fort Garry, Fort Richmond, St. Norbert, River Heights, Tuxedo)			
Sub-Offices			
Fort Garry			945-5165
Fort Rouge	Augustine United Church		
	444 River Avenue	R3L 0C7	945-5167
Crescentwood-River Heights-Tuxedo			
	199-897 Corydon Ave.	R3M 0W7	945-5169
Northwest Winnipeg Child and Family Services Agency			
	1386 Main Street	R2W 3V1	945-5130
(North End, West Kildonan, Maples, West St. Paul, Brooklands)			
Sub-Offices			
Indian Family Centre	468 Selkirk Ave.	R2W 2M5	945-5132
North Winnipeg YMCA	College Avenue at		
	McGregor Street	R2W 4X4	945-5135
Tyndall Market Square	850 Keewatin Street	R2R 0Z5	945-5137
	844 Sheppard Street	R2P 0N1	945-5139
	1386 Main Street	R2W 2M5	945-5029
Child and Family Services Agency of Central Winnipeg			
	1st-294 William Ave.	R3B 0R1	945-5110
(Downtown, West End, Wolseley, Weston)			
Neighbourhood Resource Teams			
Logan	425 Elgin Avenue	R3A 1P2	945-5215
Redboine	583 Ellice Avenue	R3B 1Z7	945-5218
Sargent Park	819 Sargent Avenue	R3E 0B9	945-5101
Wolseley	640 Broadway	R3C 0X3	945-5224
EMERGENCY AFTER-HOURS (all agencies)			945-5050
Jewish Child and Family Service			
	10th-228 Notre Dame Ave.		
	Winnipeg	R3B 1M7	943-6425
Ma Mawi-Wi-Chi Itata Centre			
	531 Notre Dame Ave.		
	Winnipeg	R3B 1S2	774-6531
Churchill Health Centre	Churchill	R0B 0E0	675-8881

Indian Agencies

Anishinaabe Child and Family Services

	P.T.H. #6 (PO Box 580)		
	Ashern	R0C 0E0	768-3064
Sub-Offices			
Dauphin River	Gypsumville	R0C 1J0	659-5370
Fairford		R0C 0X0	659-5705
Fisher River	Koostatak	R0C 1S0	645-2313
			645-2171
Jackhead	Dallas	R0C 0S0	276-2370
Lake Manitoba	Vogar	R0C 3C0	645-2546
Lake St. Martin	Gypsumville	R0C 1J0	659-4539
Little Saskatchewan	St. Martin	R0C 2T0	659-4584
Peguis	Hodgson	R0C 1N0	645-2101
Winnipeg Office:			942-0788

Awasis Agency of Northern Manitoba

Central Office	North Centre Mall 3 Station Road		
	Thompson	R8N 0N3	778-4401

Sub-Offices

Island Lake:			
c/o Garden Hill Band Office			**Emergency**
Garden Hill	R0B 0T0	456-2015	456-2015
The Pas:			
P.O. Box 3910			
Otineka Mall	R9A 1K6	623-7456	623-5421
Thompson:			
North Centre Mall			
3 Station Road	R8N 0N3	778-4401	677-5726
Winnipeg:			
301-280 Smith Street	R3C 1K2	943-3335	945-5130

Reserve Offices: (all phone numbers are Band Council office numbers)

Barren Lands	Brochet	R0B 0B0	6020 (via operator)
Chemawawin	Easterville	R0C 0V0	329-2161
Churchill	Tadoule Lake	R0B 2C0	6020 (via operator)

Cross Lake		R0B 0J0	676-2218
Fox Lake	Box 369, Gillam	R0B 0L0	652-2219
Garden Hill	Island Lake	R0B 0T0	456-2442
Gods Lake	Gods Lake Narrows	R0B 0M0	335-2130
Gods River		R0B 0N0	335-2084
Grand Rapids		R0C 1E0	639-2219
Indian Birch	Birch River	R0L 0E0	236-4201
Mathias Colomb	Pukatawagan	R0B 1G0	553-2090
Moose Lake		R0B 0Y0	678-2113
Nelson House		R0B 1A0	484-2332
Northlands	Lac Brochet	R0B 2E0	6020 (via operator)
Norway House		R0B 1B0	359-6721
Oxford House		R0B 1C0	538-2244
Red Sucker Lake		R0B 1H0	469-5379
St. Theresa Point		R0B 1J0	462-2560
Shamattawa		R0B 1K0	6020 (via operator)
Shoal River	Pelican Rapids	R0L 1L0	587-2012
Split Lake		R0B 1P0	342-2034
The Pas	P.O. Box 3910 Otineka Mall, The Pas	R9A 1K6	623-5483
War Lake	Ilford	R0B 0S0	288-3415
Wasagamack		R0B 1Z0	457-2469
York Factory	York Landing	R0B 2Z0	342-2210 342-2180 342-2181

Dakota Ojibway Child and Family Services

702 Douglas Street
Box 322, Brandon R7A 5Z2 725-3560
(after hours 727-0474, pager 123)

Sub-Offices

Birdtail Sioux	568-4559
Dakota Plain	252-2288
Long Plain	252-2731
Oak Lake	854-2920
Roseau River	427-2770
Sandy Bay	843-2462
Sioux Valley	855-2671

Swan Lake			836-2503
Winnipeg (First Nations Confederacy)			944-8245
Southeast Child and Family Services:			
	511 Ellice Avenue,		
	Winnipeg	R3B 1Y8	477-6050
Sub-Offices (All phone numbers are Band Council numbers)			
Berens River		R0B 0A0	382-2161
Bloodvein	Bloodvein River,		
	Manitoba	R0C 0J0	276-9911
Brokenhead	Beausejour, Manitoba	R0E 0C0	766-2494
Hollow Water	Wanipigow, Manitoba	R0E 2E0	363-7278
Little Black River	O'Hanly, Manitoba	R0E 1K0	367-2256
Little Grand Rapids		R0B 0V0	397-2383
Pauingassi			397-2371
Poplar River	Negginan, Manitoba	R0B 0Z0	244-2267
West Region Child and Family Services			
	21-4th Avenue N.W.		
	Dauphin	R7N 1H1	638-8225
Sub-Offices			
Crane River		R0L 0M0	732-2490
Ebb and Flow		R0L 0R0	448-2134
Gambler	Binscarth, Manitoba	R0J 0G0	532-2464
Keeseekoowenin	Elphinstone,		
	Manitoba	R0J 0N0	625-2004
Pine Creek	Camperville,		
	Manitoba	R0L 0J0	524-2160
Rolling River	Erickson, Manitoba	R0J 0P0	636-2211
Valley River		R0L 2B0	543-2210
Waterhen	Skownan, Manitoba	R0L 2C0	628-3320
Waywayseecappo	Rossburn, Manitoba	R0J 1V0	859-2879
Sagkeeng Child and Family Services			
Fort Alexander Reserve	Pine Falls, Manitoba	R0E 1L0	367-2215
			367-2216

MANITOBA COMMUNITY SERVICES OFFICES

Eastman Region			
Beausejour	20-1st Street South	R0E 0C0	268-1411
Pine Falls	Federal Building	R0E 1M0	367-2224

Sprague	Credit Union Building	R0A 1Z0	437-2330
Steinbach	381 Hospital Street	R0A 2A0	326-1363
Interlake Region			
Ashern	Thorwill Building	R0C 0E0	768-2585
Gimli	Johnson Memorial Hospital	R0C 1B0	642-5173
Selkirk	101-Provincial Bldg. 446 Main Street	R1A 1V3	482-4511
Stonewall	District Health Centre 3rd Street West	R0C 2Z0	467-5535
Norman Region			
Flin Flon	Flin Flon District Office 50 Church Street	R8A 1K5	687-3457
Grand Rapids	Grand Rapids Nursing Station	R0C 1E0	639-2363
The Pas	Provincial Building 3rd St. & Ross Ave.	R9A 1M4	623-6411
Parklands Region			
Birch River	Northern Neighbours Senior Citizens Club Victoria Ave. N.	R0L 0E0	236-4321
Dauphin	15 First Ave. S.W.	R7N 1R9	638-7024
Duck Bay	Administration Bldg.	R0L 0N0	524-2206
Ebb and Flow		R0L 0R0	448-2229
Roblin	Roblin Hospital	R0L 1P0	937-2151
Swan River	Provincial Building 201 Fourth Ave. S.	R0L 1Z0	734-3436
Waterhen		R0L 2C0	628-3329
Thompson Region			
Cross Lake	Community Council Office	R0B 0J0	676-2465
Gillam	Townsite	R0B 0L0	652-2636
Lynn Lake	Health & Community Social Services 465 Halstead	R0B 0W0	356-8349
Norway House	Community Council Office	R0B 1B0	359-6719

Thompson	Thompson General Hospital 871 Thompson Dr. S.	R8N 0C8	778-7371
Wabowden	Nursing Station	R0B 1S0	689-2600

Children's Aid Society of Central Manitoba

	25-3rd Street S.E., Portage la Prairie	R1N 1N1	857-8751

Sub-Offices

Morden Resource Centre	278 Stephen Street Morden	R0G 1J0	822-6247
Amaranth		R0H 0B0	843-2816
Carman		R0G 0J0	745-2426
Morris		R0G 1K0	746-2816
Treherne		R0G 2V0	723-2170
Winkler	2nd Floor 385 Mountain Ave.	R0G 2X0	325-4889

Children's Aid Society of Western Manitoba

	Provincial Bldg., 340-9th St., Brandon	R7A 6C2	728-7000
	Toll-free (during office hours)		1-800-852-2700
	Emergency After-hours		728-7110

Sub-Offices

Killarney Health Unit	R0K 1G0	523-4661
Minnedosa Health Unit	R0J 1E0	867-3817 867-2219
Pilot Mound Health Unit	R0G 1P0	825-2466
Russell Health Unit	R0J 1W0	773-8941
Virden Health Unit	R0M 2C0	748-2321

Child and Family Support Branch – general office

2nd Floor – 114 Garry Street, Winnipeg	R3C 1G1	945-6964 (or 1-800-282-8060 toll-free)
Post-Adoption Registry (same address)		945-6962